

Training Summary

- January 30th, two staff members attended Stress Identification and Management Training
- Communications Administrator April Hanss attended the Arizona Leadership Program through AZPOST
- June 28th, one staff member attended grant writing class
- September 25th, two staff members attended Conquering the Ghost training
- November 18th, two staff members attended Career and Officer Survival training
- December 2nd–7th, Communications Administrator April Hanss attended the Internal Affairs Investigation Conference
- December 10th, one staff member attended the DPS Systems Security Officer training for the Arizona Criminal Justice Information System



Kari McComas with Kingman Police Department Junior Police Academy Cadets tour



Dispatchers save seconds and seconds save lives!



Community Outreach

- April 3rd and 17th two staff members attended the job fairs at Mohave Community College Kingman Campus and Bullhead City Campus
- June 4th and July 9th Communications Specialist Crew Leader Kari McComas gave members of the Kingman Police Department's Junior Police Academy a tour of the 9-1-1 Center
- October 2nd three of the staff members participated in the 2013 Meth Walk away from Drugs by setting up a booth to teach children about the use of 9-1-1



Christine Salmon, Marjorie Stone and Stacy Nelson at Walk Away from Drugs event

For more information, contact us:
 April Hanss or
 Chief Chuck Osterman
 Kingman Fire Department
 412 E. Oak Street, Kingman, AZ 86401
 Phone: 928-753-2891
 Fax: 928-753-7597
 E-mail: dmckee@cityofkingman.gov
 Website: www.cityofkingman.gov
 City of Kingman
 Manager, John Dougherty
 Mayor and Council
 Mayor, Janet Watson
 Vice Mayor, Carole Young
 Richard Anderson
 Larry Carver
 Erin Cochran
 Jen Miles
 Mark Wimpee

The Mission of the Kingman Fire Department is to preserve and enhance community life, health and property through quality customer service.



Mission Statement

The Kingman 9-1-1 Center Communications Specialist is the first of first responders. We are committed to answering all 9-1-1 and non-emergency calls with professionalism, integrity, compassion, and respect while efficiently dispatching police, fire and emergency medical services. Our dedicated specialists routinely offer life saving pre-arrival instructions in addition to providing accurate public safety information.



2013 Annual Report



Facilities

Several projects were either left undone in the initial phase of the 9-1-1 Center or identified necessary after the initial move in and were able to be completed during 2013. The front glass entry door was replaced to provide a more secure facility. Fencing was also put up to provide staff a secure place to take breaks as well as to provide a secure area for the back-up generator.

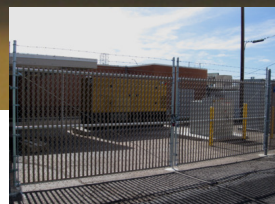
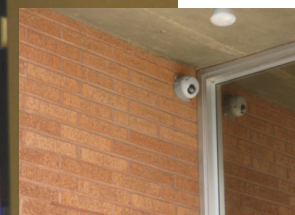
Security cameras were installed in 3 locations to give video footage of all access doors. A photo of this display can be seen among the images below.



The fourth image on the display is from the lobby camera at Kingman Police Department. The top two

images below are a projector and magnetic dry erase board that doubles as a projection screen. They were installed at the 9-1-1 Center to use for displaying maps and other images to be used in events such as large scale critical incidents, for training, or other display purposes like public, or explorer, education.

New carpeting was installed to replace some old fraying carpet to round out the facilities projects for 2013.



Administration

On July 1, 2013 the 9-1-1 center added one more agency to the ranks as the City negotiated a contract with and began providing fire and EMS dispatch for the Lake Mohave Ranchos Fire Department.

9-1-1 Center Current Staffing

Crew Leader Jennifer Terry and her family moved from the area leaving one of the four Crew Leader positions vacant since February.

Crew Leader	Squad
Kari McComas	A
Joel Hardy	B
Stacy Nelson	C
Vacant	D

The Communications Specialists working on these squads are: Diana Almanza, Mandy Deets, Amy Kennedy, Sam Kurtze, Adam Lucier, Anita Perez, Christine Salmon, Marjorie Stone, Amber Wells, and Karly Wyatt.

Position	Count
Communications Administrator	1
Crew Leader	4
Communications Specialist	7
Com. Specialist in Training	1
Vacant	3

Testing

We conducted testing for communication specialist March 25th through 27th and November 20th through 21st of 2013. We hired 3 communications specialists this year. Of the three, two completed their training, one is in training and one resigned during their 20 week training program. We are currently in the process of filling two of the vacant positions. We also had two personnel transfer from other positions to communications specialist one is still with us and the other resigned from the City. Unfortunately, this turnover during the training process is typical throughout the state of Arizona for dispatcher positions.



Emergency Calls for Service

2013 saw an increase in overall calls dispatched for the 9-1-1

Kingman Area Dispatch Center calls dispatched. There was an average of 141.13 calls per 24 hour shift dispatched, a total of 51,513 during the year.

Of these calls, 27,401 arrived via 9-1-1 for an average of 75.07 calls per 24 hour shift. This is an increase of 2,338 calls, or 8.53% in calls from last year. (These figures do not include non-emergency calls that dispatchers handle or radio traffic.)

Karly Wyatt, Sam Kurtze, and Christine Salmon in front of the sculpture in front of Fire Station #1



Agency	Year to Date	Dec Total	Fire Total	EMS Total
Kingman Police	38,417	3,086	0	0
Kingman Fire	6,417	529	108	421
No. AZ Consolidated Fire	3,964	377	97	280
Golden Valley Fire	2,041	158	34	124
Pinion Pine Fire	323	9	4	5
Pine Lake Fire	12	1	0	1
Lake Mohave Ranchos	339	56	16	40
Total Calls Dispatched	51,513	4,216	259	871

